

Year to Date Data ( Through June 2011)					
ST Express Bus	YTD 2009	YTD 2010	YTD 2011	2011 Budget	Notes
Revenue Vehicle Hours Operated <sup>1</sup>	257,551	271,366	281,529	289,255	Despite the 8.9% increase in ridership from 2010 to 2011, ST Express ridership is slightly below budgeted levels. Boardings per trip are lower than budget, as the added service in 2011 is not peak commute service. Service cuts occurring later in 2011 will yield higher performance, as the least productive service has been reduced. Costs have been hurt by high fuel prices, approximately 10% higher than budgeted levels.
Revenue Vehicle Miles Operated	5,257,292	5,613,807	5,843,112	5,886,333	
Trips Operated	202,338	218,693	230,897	225,563	
Platform Hours Operated	326,065	344,704	351,837	353,244	
Boardings	6,215,183	6,164,679	6,712,651	6,764,408	
Boardings per Revenue Hour	24.13	22.72	23.84	23.39	
Boardings per Trip	30.72	28.19	29.07	29.99	
Cost per Boarding <sup>2</sup>	\$6.76	\$7.02	\$7.35	\$6.70	
Percentage of Scheduled Trips Operated	99.98%	99.92%	99.73%	≥ 99.80%	
On Time Performance <sup>3</sup>	94.09%	88.35%	89.86%	≥ 85.00%	
Customer Complaints per 100K Boardings	14.38	15.35	12.77	< 15	
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.67	1.09	0.69	≤ 0.80	
Souder Commuter Rail	YTD 2009	YTD 2010	YTD 2011	2011 Budget	Notes
Revenue Vehicle Hours Operated <sup>1</sup>	16,629	18,927	19,159	19,438	Souder ridership is just below budgeted levels and for the same period of 2010. Productivity per hour and trip is better than budget, but the number of trips has fallen short of budgeted levels due to mudslides in the North during Q1. The mudslides hurt total ridership, percentage of scheduled trips operated and cost per boarding. Costs were also impacted by higher fuel costs, approximately 10% over budgeted levels.
Revenue Vehicle Miles Operated	641,566	740,657	745,138	758,081	
Trips Operated	3,083	3,321	3,321	3,370	
Boardings	1,232,607	1,205,255	1,200,413	1,203,579	
Boardings per Revenue Vehicle Hour	74.12	63.68	62.66	61.92	
Boardings per Trip	399.81	362.92	361.46	357.15	
Cost per Boarding <sup>2</sup>	\$11.94	\$11.79	\$13.77	\$13.25	
Percentage of Scheduled Trips Operated	99.42%	98.96%	97.96%	≥99.50%	
On Time Performance <sup>3</sup>	97.54%	97.87%	96.99%	≥95.00%	
Customer Complaints per 100K Boardings	12.66	10.37	11.58	< 15	
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤1.00	
Central Link Light Rail	YTD 2009	YTD 2010	YTD 2011	2011 Budget	Notes
Revenue Vehicle Hours Operated <sup>1</sup>	N/A	70,332	62,401	68,688	Central Link budgets were developed with a 2011 ridership total of 10.3 million. However, revised ridership targets of 8.3 million for 2011 were included in 2011 planning. The targets here reflect the higher ridership budget. There has been improvement of 13% in ridership productivity compared to 2010 levels for the same period.On time performance, while still below the 2011 standard, has improved by about 9% compared to 2010.
Revenue Vehicle Miles Operated	N/A	1,324,092	1,172,382	1,403,060	
Trips Operated	N/A	44,739	44,960	45,962	
Boardings	N/A	3,195,454	3,635,522	4,200,069	
Boardings per Revenue Vehicle Hour	N/A	45.43	58.26	61.15	
Boardings per Trip	N/A	71.42	80.86	91.38	
Cost per Boarding <sup>2</sup>	N/A	\$7.13	\$6.88	\$4.98	
Percentage of Scheduled Trips Operated	N/A	99.90%	99.97%	≥98.50%	
On Time Performance <sup>3</sup>	N/A	76.69%	83.81%	≥90.00%	
Customer Complaints per 100K Boardings	N/A	8.29	4.48	< 15	
Prev. Accidents per 100K Platform Miles <sup>4</sup>	N/A	0.00	0.03	≤ 0.30	
Tacoma Link Light Rail	YTD 2009	YTD 2010	YTD 2011	2011 Budget	Notes
Revenue Vehicle Hours Operated <sup>1</sup>	4,778	4,838	4,851	4,683	All Tacoma Link targets are being met.
Service Miles Operated	46,346	44,860	44,191	43,263	
Trips Operated	28,966	29,027	28,594	28,559	
Boardings	466,304	427,397	481,621	371,695	
Boardings per Service Vehicle Hour	97.60	88.34	99.28	79.36	
Boardings per Trip	16.10	14.72	16.84	13.01	
Cost per Boarding <sup>2</sup>	\$4.20	\$3.60	\$3.49	\$4.53	
Percentage of Scheduled Trips Operated	99.91%	99.89%	99.92%	≥98.50%	
On Time Performance <sup>3</sup>	99.89%	99.20%	99.85%	≥98.50%	
Customer Complaints per 100K Boardings	0.64	0.70	0.83	< 15	
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤ 1.66	

Lagging 2011 budget or standard.

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.

2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.

3-On-time performance standards are described in the budget.

4-Preventable accident: An accident in which the operating employee failed to do everything reasonable to prevent the accident.

## Second Quarter 2011



## Service Delivery Quarterly Performance Report

Q2 Systemwide Boardings							
Boardings by Service Type	Second Quarter			Year-to-Date through June			Approved 2011 Annual SIP Projections <sup>1</sup>
	2010	2011	%Δ	2010	2011	%Δ	
ST Express Bus	3,175,935	3,528,929	11%	6,164,679	6,712,651	9%	13.8 mil
Souder Commuter Rail	624,182	626,117	0%	1,205,255	1,200,413	0%	2.5 mil
Central Link	1,806,167	1,982,388	10%	3,195,454	3,635,522	14%	10.3 mil
Paratransit	21,119	22,654	7%	40,658	44,409	9%	0.1 mil
Tacoma Link	212,996	246,520	16%	427,397	481,621	13%	0.9 mil
Total Boardings	5,840,399	6,406,608	10%	11,033,442	12,074,615	9%	27.6 mil
Average Weekday Brdgs	77,533	85,281	10%	74,132	81,175	10%	87,426

<sup>1</sup> Subsequent to the development and approval of the 2011 SIP, fall 2010 ridership numbers were collected and were lower than expected, necessitating a recalculation of the 2011-2016 forecasts for internal planning purposes. The 2012 SIP will incorporate the revised forecast.

All Sound Transit modes showed increases for the Second Quarter of 2011 except Souder commuter rail, which was essentially unchanged. Total Sound Transit boardings were up 10 percent and average weekday boardings increased by the same amount. During the same period, Community Transit boardings decreased by 3 percent, Pierce Transit boardings decreased by 11 percent, while King County Metro boardings increased by 4 percent. No major Sound Transit service disruptions occurred during the quarter.

Overall Central Link ridership increased 10 percent; with a steady month-to-month upwards trend as the quarter progressed. Average weekday boardings reached 23,791, a 9 percent increase over Second Quarter 2010. Central Link Paratransit showed a similar trend with an overall increase of 7 percent.

Total ST Express bus ridership was up an impressive 11 percent, with a 12 percent increase in average week-day boardings. Ridership gains were particularly impressive on routes serving Snohomish County and East King County. Reductions in less-productive service implemented June 13 appear to have had little impact on this trend.

Tacoma Link boardings showed a healthy 16 percent increase, and average weekday boardings increased by the same percentage.

Souder commuter rail ridership was essentially flat. A 16 percent decline in North Line totals was offset by increases in South Line ridership, resulting in a very small net increase of less than 1 percent. Average week-day boardings increased by 1 percent.

Specific mode and individual route trends are discussed on page 2.

Quarterly Data ( April to June 2011)

ST Express Bus	Q2 2009	Q2 2010	Q2 2011	Q2 Budget
Revenue Vehicle Hours Operated <sup>1</sup>	130,492	137,352	141,870	147,226
Revenue Vehicle Miles Operated	2,675,453	2,835,339	2,945,604	2,996,052
Trips Operated	102,212	111,043	116,165	114,796
Platform Hours Operated	165,008	174,605	177,181	179,796
Boardings	3,171,922	3,175,935	3,528,929	3,434,704
Boardings per Revenue Hour	24.31	23.12	24.87	23.33
Boardings per Trip	31.03	28.60	30.38	29.92
Cost per Boarding <sup>2</sup>	\$7.39	\$8.05	\$7.49	\$6.70
Percentage of Scheduled Trips Operated	99.98%	99.91%	99.78%	≥ 99.80%
On Time Performance <sup>3</sup>	95.74%	86.74%	89.50%	≥ 85.00%
Customer Complaints per 100K Boardings	15.38	13.41	13.80	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.69	0.71	0.69	≤ 0.80
Sounder Commuter Rail	Q2 2009	Q2 2010	Q2 2011	Q2 Budget
Revenue Vehicle Hours Operated <sup>1</sup>	8,863	9,676	9,713	9,780
Revenue Vehicle Miles Operated	337,600	378,251	377,820	381,402
Trips Operated	1,613	1,699	1,703	1,696
Boardings	617,651	624,182	626,117	610,766
Boardings per Revenue Vehicle Hour	69.69	64.51	64.46	62.45
Boardings per Trip	382.92	367.38	367.66	360.23
Cost per Boarding <sup>2</sup>	\$15.20	\$10.78	\$13.53	\$13.25
Percentage of Scheduled Trips Operated	100.00%	99.47%	99.94%	≥99.50%
On Time Performance <sup>3</sup>	97.01%	97.87%	98.09%	≥95.00%
Customer Complaints per 100K Boardings	9.23	9.29	10.54	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤1.00
Central Link Light Rail	Q2 2009	Q2 2010	Q2 2011	Q2 Budget
Revenue Vehicle Hours Operated <sup>1</sup>	N/A	35,119	33,076	34,572
Revenue Vehicle Miles Operated	N/A	660,669	621,707	706,191
Trips Operated	N/A	22,281	22,608	23,094
Boardings	N/A	1,806,167	1,982,388	2,564,664
Boardings per Revenue Vehicle Hour	N/A	51.43	59.93	74.18
Boardings per Trip	N/A	81.06	87.69	111.05
Cost per Boarding <sup>2</sup>	N/A	\$6.75	\$6.41	\$4.98
Percentage of Scheduled Trips Operated	N/A	99.87%	99.87%	≥98.50%
On Time Performance <sup>3</sup>	N/A	84.25%	84.69%	≥90.00%
Customer Complaints per 100K Boardings	N/A	6.70	4.99	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	N/A	0.00	0.00	≤ 0.30
Tacoma Link Light Rail	Q2 2009	Q2 2010	Q2 2011	Q2 Budget
Service Hours Operated	2,409	2,439	2,446	2,404
Service Miles Operated	23,371	22,612	21,887	22,209
Trips Operated	14,607	14,631	14,162	14,365
Boardings	239,004	212,996	246,520	225,080
Boardings per Service Vehicle Hour	99.20	87.35	100.80	93.62
Boardings per Trip	16.36	14.56	17.41	15.67
Cost per Boarding <sup>2</sup>	\$3.75	\$3.99	\$3.56	\$4.60
Percentage of Scheduled Trips Operated	99.93%	99.92%	99.86%	≥98.50%
On Time Performance <sup>3</sup>	99.97%	99.94%	99.94%	≥98.50%
Customer Complaints per 100K Boardings	1.26	0.00	0.41	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤ 1.66

1-Does not include Downtown Seattle ride free boardings

2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.

3-On Time Performance: Percent of time during which service is available to carry passengers. Tacoma Link reports as service available if it does not have a fare.

4-Preventable accident: An accident in which the operating employee failed to do everything reasonable to prevent the accident.

Second Quarter Data

Second Quarter Ridership Highlights

**ST Express Bus** boardings were up 11 percent, continuing an upward trend that started during First Quarter 2011. In Snohomish County, bus routes serving the new Mountlake Terrace Freeway Station had the largest gains, particularly Route 511 Lynnwood-Seattle, where peak period service levels doubled starting March 21. The majority of East King County routes showed significant increases. Ridership increases also took place on most routes serving the South Corridor, although growth was more modest. Service reductions approved as part of the 2011 SIP were implemented June 13.

**Sounder Commuter Rail** boardings were essentially unchanged, increasing by less than 1 percent overall. Mudslides caused major service disruptions on the North Line during March, and the impact of this lingered through the Second Quarter, reducing overall North Line commuter totals by 16 percent. South Line commuter ridership showed a turnaround, increasing by 3 percent during the Second Quarter and keeping overall Sounder ridership from declining. A decrease in the number of major events served by Sounder and lower overall attendance contributed to an 18 percent drop in special train boardings on both lines.

**Central Link Light Rail** showed an overall increase of over 176,000 boardings or 10 percent. Ridership trends appear to be following a seasonal pattern first noted last year, with higher boardings during late spring/summer and lower ridership during the fall/winter months, reflecting traffic surges due to major events and seasonal airport travel. The SeaTac/Airport Station continues to show more total boardings and higher levels of growth than any other station in the system outside of downtown Seattle.

**Tacoma Link Light Rail** continued to show very impressive ridership growth during the Second Quarter, with total boardings increasing by 16 percent. On June 13, service was reduced from every 10 minutes to every 12 minutes weekdays/Saturdays and from every 20 minutes to every 24 minutes Sundays.

ST Express Boardings by Route						Sounder Commuter Rail Boardings by Corridor			
		Q2 '10	Q2 '11	%Δ	YTD	North Line	Q2 '10	Q2 '11	%Δ
510/512	Everett-Seattle	214,473	255,790	19%	483,248	Commuter	71,220	59,775	-16%
511	Lynnwood-Seattle	243,603	324,608	33%	575,670	Special	11,253	9,252	-18%
513	Everett-Seattle	13,952	22,676	63%	40,116	Subtotal	82,473	69,027	-16%
522	Woodinville-Seattle	240,248	269,415	12%	518,996	Sounder Commuter Rail Boardings by Corridor			
532	Everett-Bellevue	84,929	100,484	18%	193,219	South Line	Q2 '10	Q2 '11	%Δ
535	Lynnwood-Bellevue	108,217	120,048	11%	232,209	Commuter	529,329	546,981	3.3%
540	Kirkland-U. District	81,649	72,133	-12%	151,478	Special	12,381	10,110	-18%
542	Overlake-U. District	0	73,452	N/A	136,224	Subtotal	541,710	557,091	3%
545	Redmond-Seattle	427,510	443,904	4%	851,652	Total	624,182	626,117	0%
550	Bellevue-Seattle	475,866	498,046	5%	961,222	Avg Weekday Bdgs	9,384	9,481	1%
554	Issaquah-Seattle	181,551	192,388	6%	375,180	Tacoma Link Light Rail Boardings			
555/556	Issaquah-Northgate	69,467	71,865	3%	130,680		Q2 '10	Q2 '11	%Δ
560	W.Seattle-SeaTac-Bellevue	155,570	147,507	-5%	287,382	Total	212,996	246,520	16%
566	Auburn-Overlake	143,769	133,124	-7%	265,365	Avg Weekday Bdgs	2,884	3,337	16%
574	Lakewood-SeaTac	167,898	168,862	1%	317,156	Central Link Light Rail Boardings			
577/578	Seattle-Federal Way/Puyallup	153,436	179,730	17%	348,643		Q2 '10	Q2 '11	%Δ
586	Tacoma-U. District	29,901	36,687	23%	71,184	Total	1,806,167	1,982,388	10%
590-595	Lakewood/Tacoma-Seattle	378,919	415,118	10%	765,046	Avg Weekday Bdgs	21,766	23,791	9%
599	Lakewood-Tacoma	4,976	3,092	-38%	7,981	Paratransit Boardings			
	Total	3,175,935	3,528,929	11%	6,712,651		Q2 '10	Q2 '11	%Δ
	Avg Weekday Bdgs	43,267	48,424	12%	46,229	Total	21,119	22,654	7%
						Avg Daily Bdgs	232	249	7%

1-Does not include Downtown Seattle ride free boardings